



Job Description – Flagging Dispatcher

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| Job Title: Flagging Dispatcher | Location: Knox, IN |
| Reports to: Project Manager | Compensation: Hourly |
| Department: Flagging | FLSA: Non-Exempt |
| Functional Group: Operations | Revision Date: 01/04/2023 |

Position Overview:

Traffic Control Specialists, LLC (TCS, LLC) is currently looking for an overnight Flagging Dispatcher to join our team. This is an entry level position with growth opportunities available in Traffic Control. This role is responsible for all incoming calls dealing with emergency or non-emergency work and dispatching laborers to the area. This role is also responsible in communicating with the customer and laborers in providing detailed instructions of what is needed, as well as being able to help answer questions.

Objectives:

- Embraces TCS, LLC Core Values of Safety, Teamwork, Work Ethic, Service, and Genuine.
- Possess a can-do attitude while showing a pleasant demeanor.
- Communicate effectively with colleagues, management, and customers.

Responsibilities:

- Dispatching crews for emergency work for Nipsco emergencies.
- Assist with the flagging schedules.
- Assist department with fleet inventory tracking and inspections.
- Communicate effectively with laborers, by providing instruction and information on the type of job that the laborers are being sent out to.
- Assist with attendance tracking, by making sure that proper documentation has been received.
- Document and collect information pertaining to where the emergency calls are at and the amount of crew members that are needed.
- Other duties as assigned.

Requirements & Qualifications:

- High school diploma or equivalent.
- 1 to 3 years customer service experience preferred.
- Strong Microsoft office suite knowledge, with a high level of Excel.
- Maintain good attendance and work ethic.
- Ability to act with integrity and professionalism.
- Detail oriented, organized with strong communication skills, both orally and in writing.
- Strong sense of team and pleasant interpersonal skills is a must for public interactions.
- Must be able to work with all levels of management.

Traffic Control Specialists, LLC is an Affirmative Action/Equal Opportunity Employer and encourages all persons to apply for this position. Reasonable accommodation is provided as needed for employees and other affiliates.

